

# **A Case for Continuous Improvement: Red Deer's HMIS & Coordinated Access**



Presented November 2019

By Chayla Van Koughnett, Housing Data Analyst

# Agenda

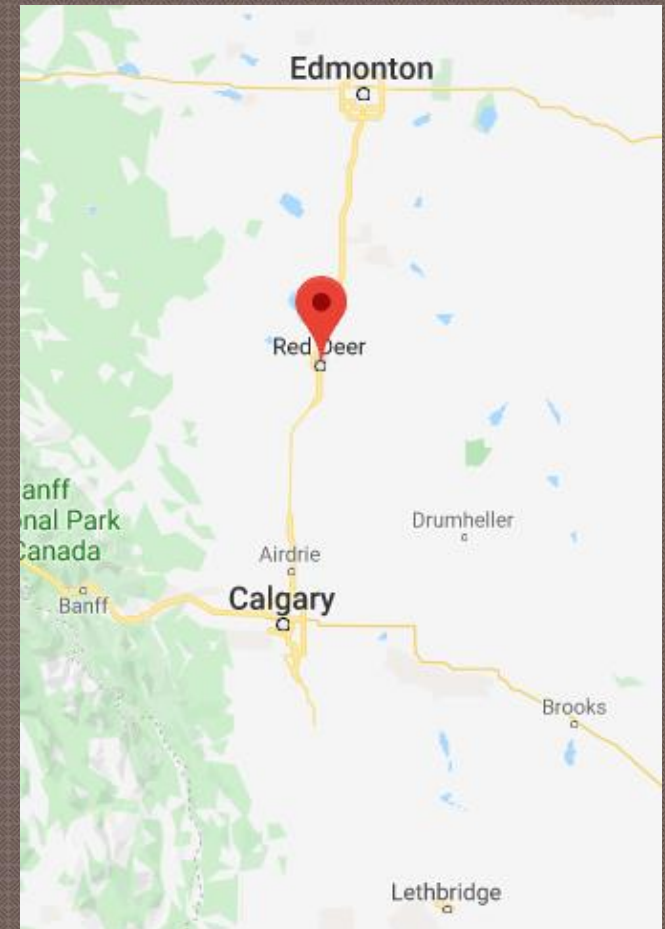
2

- Red Deer
- Current State
- Background
- Training Considerations
  - HMIS
  - Coordinated Access
- Looking Forward

# Red Deer

3

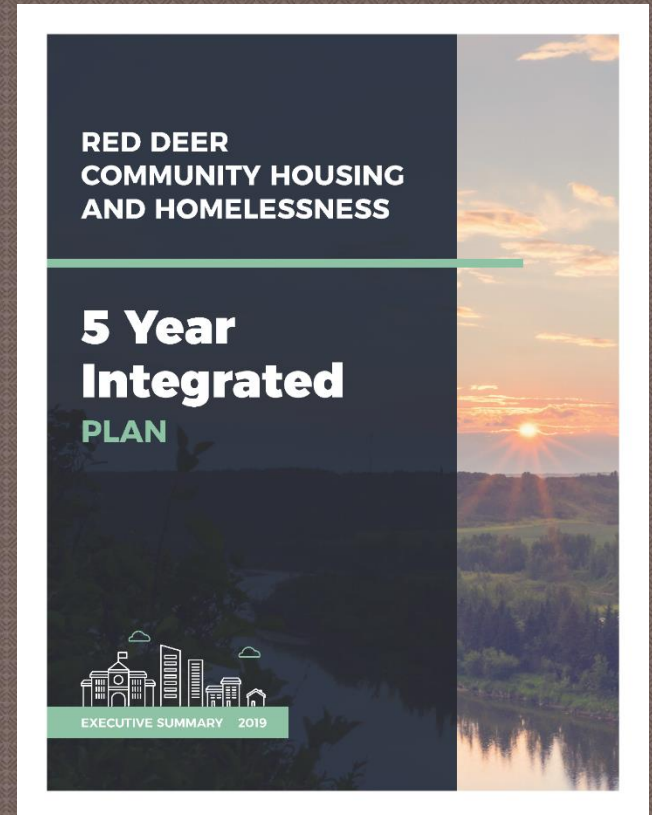
- Mid-size municipality, population 101,002
- Treaty 6 & 7 lands & Métis gathering site
- Community Entity (CE)
  - Designated (5 year term)
    - ✦ 14% of overall funds
  - Indigenous (1 year)
    - ✦ 6% of overall funds
- Community Based Organization (CBO)
  - 80% of overall funds



# Current State

4

- Community Housing & Homelessness Integrated Plan (CHHIP) received by City Council October 28, 2019
- Utilize ETO as our Homeless Management Information System (HMIS) for:
  - Coordinated Access
  - Housing First and Homelessness Prevention programs



# Background – Implementation of HMIS

5

**May 2010**  
ETO Live

- Back-dated data input to April 1, 2009

**March 2011**  
New Database  
Admin Position

- Casual basis
- Feb 2013 increased to 0.5 FTE
- June 2014 increased to 0.8 FTE

**July 2016**  
New System  
Framework

- Adapted HMIS to new system framework
- Changes lead to increased data quality

# HMIS Support & Training

6

- Dedicated database administrator supports service providers on an ongoing basis

## Training

- Initially provided training onsite at each service provider
- Currently each service provider is responsible for onboard training
- Refresher training is offered in 1 to 2 times per year in a ½ day classroom style session

# HMIS Training – Start with the System

## RED DEER'S SYSTEM FRAMEWORK FOR HOUSING AND SUPPORTS

Housing First Philosophy

HOMELESS  
INFORMATION  
MANAGEMENT SYSTEM  
(ETO database)

GOVERNMENT SERVICES

COMMUNITY SUPPORTS

### HOUSING OPTIONS

RAPID  
REHOUSING

INTENSIVE  
CASE  
MANAGEMENT

PERMANENT  
SUPPORTIVE  
HOUSING

TRANSITIONAL  
HOUSING  
YOUTH

← Services Ahead

Temporary  
Shelters

### HOUSING RESOURCES

Indigenous Cultural Supports

Coordinated Access  
Process

Streets

Shelters

Systems

Individuals/Experiencing  
Homelessness  
Youth  
Families  
Chronic  
Episodic

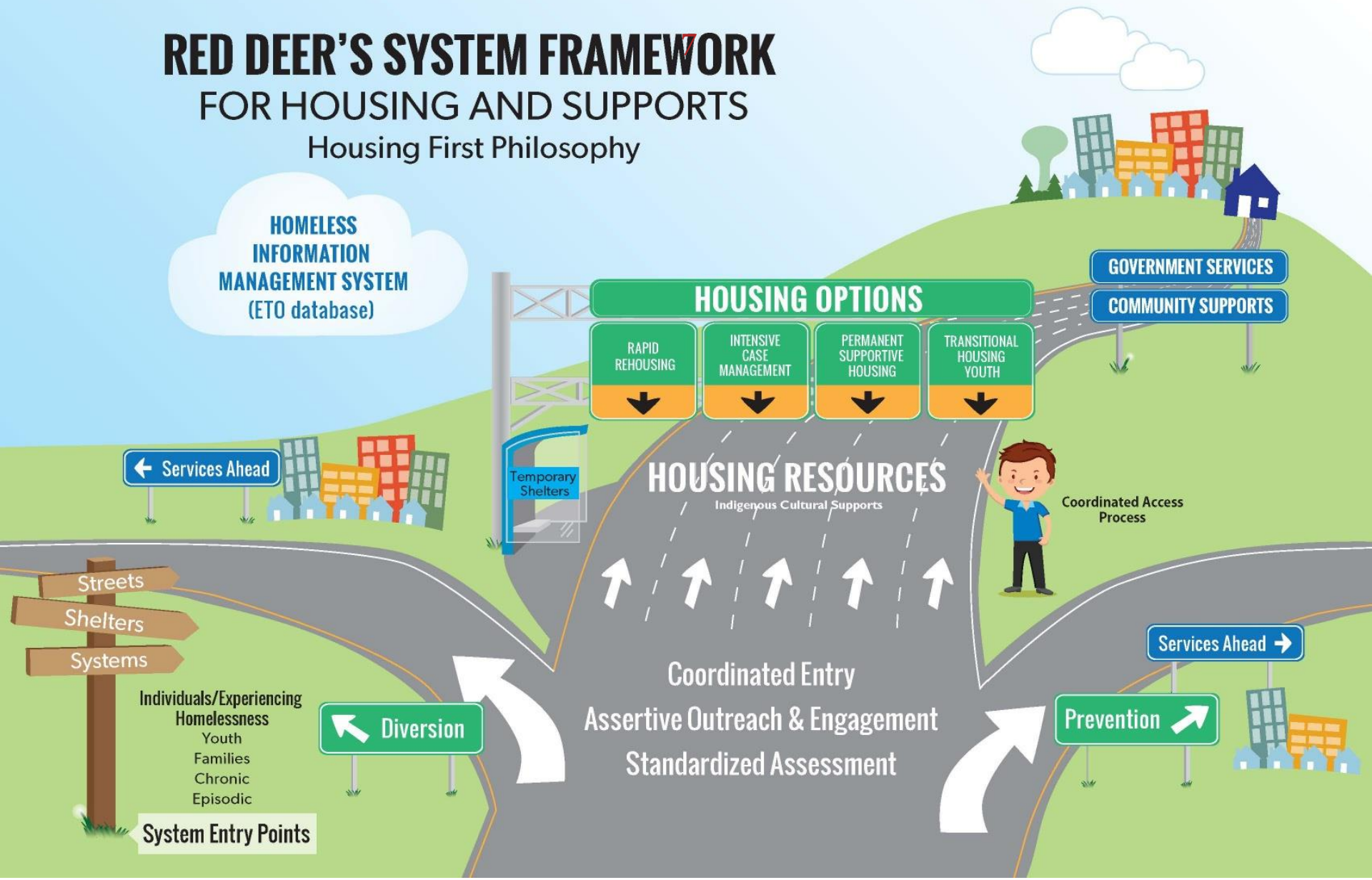
System Entry Points

← Diversion

Coordinated Entry  
Assertive Outreach & Engagement  
Standardized Assessment

Prevention →

Services Ahead →



# HMIS Training – Step 2: Program Outcomes

8

- Highlight the outcomes particular program is to achieve within context of the community

Program Outcome #2		Outcome Indicator	
Those persons housed in the program will show a reduction in inappropriate use of the public systems.		Those persons permanently housed will show reduced incarcerations, reduced emergency room visits and reduced in-patient hospitalizations.	
Indicators		Program Results	Red Deer
Comparison of <b>interactions with EMS</b> in 12 months prior to housing and post-housing.		↓ 55%	↓ 54.0%
Comparison of <b>Emergency Room visits</b> in 12 months prior to housing and post-housing.		↓ 27%	↓ 31.3%
Comparison of <b>Days in hospital</b> in 12 months prior to housing and post-housing.		↓ 17%	↓ 48.7%
Comparison of <b>Interactions with police</b> in 12 months prior to housing and post-housing.		↓ 33%	↓ 27.6%
Comparison of <b>Days in jail</b> in 12 months prior to housing and post-housing.		↓ 15%	↓ 41.7%
Comparison of <b>Court appearances</b> in 12 months prior to housing and post-housing.		↑ 21%	↓ 1.1%



# HMIS Training – Step 3: Database Skills in Context

9

- Training based on the client flow in the system
- Provide best practices at time of training to encourage good habits
  - Client consent
  - Dedicated time for data entry
  - Enter client interviews/case notes within x weeks



# Coordinated Access

10

**May 2015**  
Coordinated  
Access

- No wrong door
- All housing first service providers added to list

**July 2016**  
Coordinated  
Entry Team

- Dedicated team of outreach workers
- Available at agency & street outreach

**December 2018**  
CE/CAP  
Evaluation

- Improve access for youth and Indigenous
- Improve quality of SPDAT
- Continuous review of guidelines

# Database Administrator Learnings

11

- Monitoring quarterly rather than monthly encourages capacity
- Tip sheets/handouts are easier to manage than a monster manual
- Offer training regularly
  - Housing First fidelity, SPDAT training, database training

**Connect regularly with service providers**

# Looking Forward

12

- Continue to measure system success and aim for continuous improvement
  - Built for Zero's BNL and CAS Scorecard
- Create an HMIS Community of Practice
  - Enhance service provider capacity in the system and data

# Questions?

13

Chayla Van Koughnett, Housing Data Analyst  
Social Planning, The City of Red Deer  
403-406-8767  
[chayla.vankoughnett@reddeer.ca](mailto:chayla.vankoughnett@reddeer.ca)